

FEDERAL AND STATE TIMEFRAMES

Intake

- Provide the application package **on the day** it is requested in person, or within **5 business days** of a telephone or written request
- Accept a signed application form **on the day** it is received from a CP who is not currently receiving public assistance or NCP
- Accept all referrals from the local welfare department **on the day** they are received
- Within **10 business days** of receiving an interstate referral from another state, notify the caseworker in the initiating IV-D agency if additional information is needed
- Within **20 days** of receiving a request for child support services, open or re-open a case, and establish a case record
- Within **10 calendar days** of opening a case on a welfare referral or a non-welfare application, interview the CP or the NCP (if NCP is the applicant) to obtain information necessary to pursue paternity and establish or enforce an order

Locate

- **75 days** to access all appropriate state, federal and local locate sources after it has been determined that the NCP is lost or assets need to be located
- **Immediately** act upon new information received that could lead to locating the NCP or NCP's assets
- **Quarterly** locate attempts must be made on each case in which the location of the NCP and/or assets is needed in order to proceed
- **Within 5 business days** of determining that contact with a CP has been lost and that CP must be located because the LCSA has a Child Support collection to distribute to that CP, the LCSA shall attempt to locate the CP for six months using the same locate resources available to locate an NCP.

Review and Adjustment

- At least once **every three years**, LCSAs must notify the CP and NCP of the right to request a review to seek an adjustment of a child support order, or an adjustment to include a provision for medical support
- The LCSA has **10 business days** after receiving a request for a review and adjustment to notify the requesting party that the LCSA must receive the requesting party's income and expense information prior to proceeding with the review
- The LCSA has **10 business days** after receiving a request for a review and adjustment by the requesting party to notify the nonrequesting party and request his/her income and expense information
- Within **10 business days** of receipt of the necessary income and expense information, the LCSA shall calculate the guideline and, if the income and expense information received from the requesting party is incomplete, the LCSA shall notify the requesting party that the review and adjustment process may not commence until the income and expense information is complete
- If the nonrequesting party fails to respond to the request for income and expense information and the LCSA cannot obtain information on the nonrequesting party, within **10 days** of receipt of the requesting party's income and expense information, the LCSA shall presume a 20% or \$50 change (whichever is less) in the order and proceed with the adjustment process
- Within **10 business days** of the determination that a change in circumstances exists, the LCSA shall file a motion for modification with the court
- The motion shall be served on the nonrequesting party at least **30 days** prior to the hearing date
- At least **30 days** prior to the hearing, the requesting party must be notified of the time, date, and location of the hearing

FEDERAL AND STATE TIMEFRAMES

Review and Adjustment

Continued

- If the LCSA determines that a change in circumstances does not exist, the requesting party shall be notified with **10 business days** that the request does not satisfy the change in circumstances criteria
- If the order is adjusted, the LCSA must send a copy of the adjusted court order to both the requesting and nonrequesting parties within **10 business days** after the adjusted order is received from the court
- If it is determined that the LCSA does not have a valid address for the nonrequesting party, the LCSA has **30 days** to access all appropriate locate tools to find the nonrequesting party. The Review & Adjustment process may not proceed until a valid address is located. Once the nonrequesting party has been located, the timeframes resume effective with the date an address is obtained
- The LCSA must conduct the review and adjust, if appropriate, or determine that the adjustment is not warranted with **180 days** of receipt of the request or locating the nonrequesting parent, whichever occurs later

Enforcement

- When an Order/Notice to Withhold Income is used as an Enforcement Action, it must be served within **15 calendar days** of the date the employer is known
- When an employer is discovered through the new employee registry, an Order/Notice to Withhold Income must be issued within **2 business days** of the employer being entered into the new employee registry

Interstate

- **10 days** to forward new information received to the responding State
- **10 days** to transfer a responding case to another California county when the NCP moves and the case is no longer enforceable in this county
- **10 days** to send the new address to the initiating State and Central Registry when the NCP is located in another State
- **20 days** to send a petition/registration to another State and the NCP is located, if enforcement is no longer possible
- **30 days** to respond to inquiries from the responding State or notify the responding state when the information will be provided

Financial Management

- **2 business days** to forward a payment to the non-assistance CP regardless of payment source (Exception: **30 days** for an IRS Intercept)
- **2 business days** to forward a disregard payment to the CalWORKs CP and Pass-on to a federal Foster Care CP (KinGAP)
- **10 business days**, after the end of the month in which the payment was received, to notify the welfare department of the receipt of a payment
- **45 days** from the end of the statement period when there is either a collection or a distribution of support during the period covered by the statement, to send a Monthly Statement of Collection and Distribution

FEDERAL AND STATE TIMEFRAMES

Case Closure

- Title IV-D cases **must** be closed if they meet closure criteria
 - Before a case can be closed, a **60-day** letter of intent to close is required on all cases except when:
 - The non-welfare CP requests case closure
 - The non-welfare NCP requests case closure (if they opened the case)
 - The LCSA is notified by the county welfare department that a finding of good cause exists
 - Locate-only services were provided
 - The case was opened erroneously
-